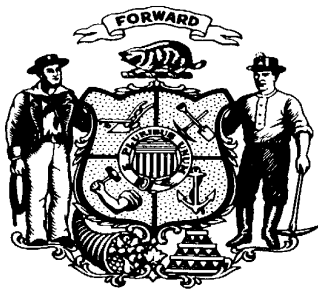


Wisconsin Department of Workforce Development

1997-1999 Biennial Report



SEC 8746-P(R.12-99)

Wisconsin Department of Workforce Development
Office of the Secretary
December 1999

Tommy G. Thompson
Governor

Linda Stewart, Ph.D.
Secretary



State of Wisconsin
Department of Workforce Development

OFFICE OF THE SECRETARY

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December 13, 1999

The Honorable Tommy G. Thompson
Office of the Governor
125 South State Capitol
Madison, WI 53702

Dear Governor Thompson:

I am pleased to provide you with this report of the activities and accomplishments of the Department of Workforce Development during the biennium from July 1, 1997 to June 30, 1999. It shows that the entire department has worked together not only to implement changes, but to do so with the energy and excitement of collaborative effort.

The 1997-99 Biennium has been an important two years for DWD. The first two years of Wisconsin Works (W-2) and all the support programs that go with it have been extremely successful and rewarding. Our nationally known Job Centers continue to provide Wisconsin citizens with a full range of work-related programs and services.

We are proud of our accomplishments in the last biennium. The work of the past two years lays the foundation for even better service to the citizens of Wisconsin.

Sincerely,

Linda Stewart, Ph.D.
Secretary

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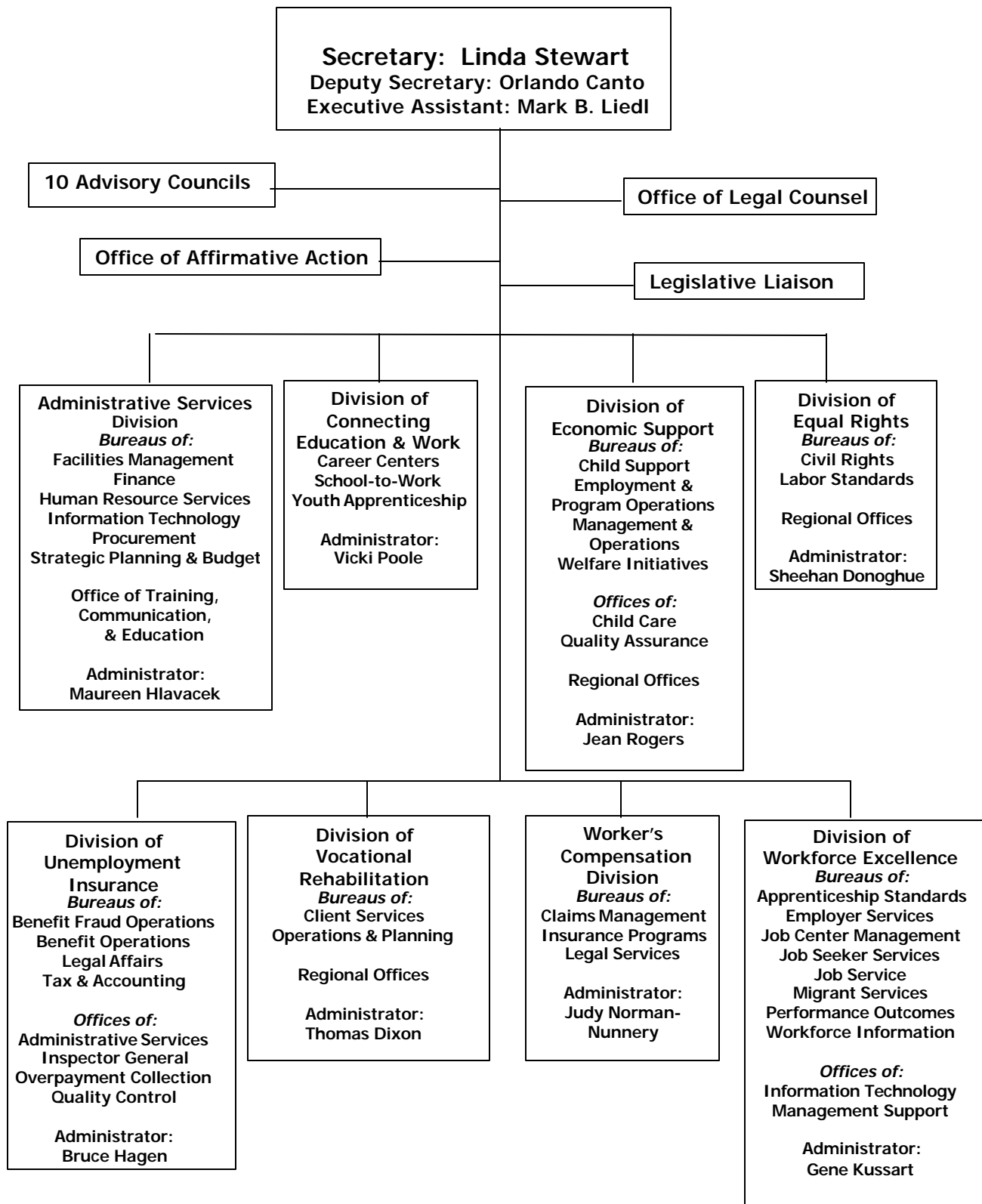
December 1999
201 East Washington Avenue
Madison, WI 53707

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DWD Organization 1997-99



Overview:

Department of Workforce Development

Mission

To provide a system of employment-focused programs and services that enables individuals and employers to fully participate in Wisconsin's economy.

Vision

To build a world-class workforce and work environment through effective partnerships and responsive customer services.

DWD Programs

The 1995 budget brought about the third name change and re-focus of mission in the department's more than 100-year history. Beginning in July 1996 the Department of Industry, Labor and Human Relations became the Department of Workforce Development (DWD). The vision of these changes brought under one administrative roof programs and services, to benefit, promote and assist Wisconsin's workers and employers.

Major programs and services from the department include:

- Wisconsin Works (W-2)
- Job Centers
- Unemployment Insurance
- Worker's Compensation
- The state Job Service
- The federal Job Training Partnership Act
- Monitoring equal rights and labor standards laws and regulations
- Labor market information
- Monitoring migrant services
- The Youth Apprenticeship Program
- Apprenticeship Program (for adults)
- Child Support program
- Food Stamp program
- Child Care program
- Assisting people with disabilities find employment.

Accomplishments

Serving Workers and Job Seekers

- ◆ The Department served more than 288,704 job seekers during the biennium.
- ◆ 10,850 apprentices, with over 7,200 new apprentices were involved with the program during 1997 and 1998. There are over 3,000 employer sponsors involved in the apprenticeship program.
- ◆ Wisconsin ranked first among states in the percent of Job Service customers entering employment and in lowest cost per "entered employment" in 1998. Fully 283,436 individuals applied for and received services in Job Centers. These individuals engaged in 653,000 in-office JobNet sessions.

More than 144,400 individuals obtained employment after receiving services in Job Centers. Their average wage was \$8.00 per hour.

- ◆ DWD re-engineered the Civil Rights Information System to more efficiently manage a very large caseload, be Y2K compliant, provide faster, more accurate service to customers, and give reliable statistical information.
- ◆ The Department recovered \$1,617,494 for claimants in labor standards cases and \$1191,622 in wages own workers in prevailing wage issues.
- ◆ The Department installed and upgraded 444 Touchscreen JobNet machines, 218 Internet machines and 36 purchased JobNet machines, in the 78 Job Centers and other selected sites across the state. This included accessible JobNet Workstations for persons with disabilities to provide universal access to electronic job listings.
- ◆ DWD evaluated and redesigned the delivery of vocational rehabilitation services and has reduced the average time from a client's application for services to the determination of eligibility from 49 days in 1997 to 34 days in 1999.

Serving Employers

- ◆ DWD services were provided to more than 120,000 state employers.
- ◆ DWD developed the nation's first Worker's Compensation Insurer Performance Measurement Report for 180 major insurance carriers in Wisconsin. The report tracks nine different areas relating to promptness, accuracy and completeness of making payments and submitting reports. The results are published on the Internet quarterly. The report enables DWD to objectively measure each insurer's performance and use the results to educate insurers or enforce requirements of Worker's Compensation Division.
- ◆ The Department awarded \$4.5 million in federal school-to-work grants to 31 private/public partnerships involving 364 school districts. The school districts include 419 state high schools, or 92.9% of all high schools. This was the fourth local distribution made from a \$27 million federal grant to DWD's School-to-Work initiative. The grants were expected to reach 264,833 of the state's high school students (95.6% students in partnerships with School-to-Work partnerships).
- ◆ The Department created the Wisconsin Forward Award as Wisconsin's lead mechanism for promoting and encouraging state businesses and other organizations to adopt world class management principles and practices to position Wisconsin as a leader in the national and global economy.

Serving Children and Youth

- ◆ The Department awarded 860 certificates of occupational proficiency to students who successfully completed the two-year Youth Apprenticeship program,
- ◆ Funding available for childcare subsidies more than tripled during the biennium, from \$53 million in 1996-1997 to \$177 million in 1998-1999, which allowed serving an additional 6,000 children.
- ◆ Waiting lists for childcare subsidies have been eliminated.
- ◆ Wisconsin ranks in the top ten states nationally in dollars collected per full-time employee, ratio of child support collected per person in the state; and cost efficiency. (Child Support collected per dollar of administrative cost.)
- ◆ In January, 1999, DWD implemented Centralized Receipt and Disbursement of child support payments, several months ahead of the deadline set by federal law. Under contract, Lockheed Martin IMS operates the collection site. A record \$448.7 million in child support was collected in the first six months, a \$26 million increase over the same period last year. An average 20,000 payments, totaling \$3 million are received each day.

Serving Low Income Families

- ◆ Through it's innovative W-2 program, DWD helped 27,355 families leave the rolls of welfare dependency during the biennium. This was a 79% reduction.

- ◆ Through partner local agencies, DWD distributed food stamps to 72,108 low income families during the biennium.
- ◆ DWD awarded \$3 million in transportation grants to W-2 agencies to improve employment transportation for low income families. The Department also provided \$1.2 million in additional federal transportation funds for projects including vanpool creation and expansion, reverse commute, transit route expansion, car loan programs, repair and maintenance programs, volunteer driver, carpool outreach, child care transportation, shared ride taxi expansion, and mobility manager/information clearinghouse.

Collaboration with other agencies

- ◆ The Department coordinated its activities with 3,500 partners at the federal, state and local level.
- ◆ DWD established a department-wide tribal liaison to manage the government-to-government relationship with Wisconsin's 11 tribes. Wisconsin is the only state in the nation that contracts directly with tribal governments for the provision of food stamps and medical assistance benefits on reservations.
- ◆ The Department successfully completed the final year of the federal One-Stop Grant with a total of 78 job centers in operation or development. DWD secured additional resources to establish new centers and expand services through two rounds of Partnership for Full Employment (PFE) Job Center Grants. Substantial progress was made in co-locating W-2 and DVR services into Job Centers during the two-year period.

Strategic Initiatives Project

Recognizing that DWD is affected by the same concerns as other employers and employees throughout the state, the department has embarked on a three-part program to address the nature and quality of its workplace for its 2400 employees.

- ◆ **Quality of Worklife Initiative:** Through a Quality of Work Life Survey the department's employees identified issues of employee concern. Further discussion between labor and management representatives in each division is leading to establishing priorities and strategies to address these concerns both at departmental and divisional levels.
- ◆ **Diversity Plan:** A department level Diversity Council, comprised of representatives from all divisions has developed a plan for awareness, education, and action.
- ◆ **Team Building Initiative:** The Team Building Initiative will establish priorities at the Executive Team level, the Division level and across Divisions. Communication and problem solving are two key areas that are being addressed.

Alternative Work Schedules

Departmental policy provides non-represented staff with the ability to request Alternative Work Patterns (AWP), while represented staff request AWP's in accordance with the agreements negotiated by their union locals. AWP agreements have been formally negotiated for more DWD represented staff this past biennium than in previous years. Although this is due, in part, to some union locals simply requesting that agreements be negotiated for the first time, it is also a result of management being flexible in its approach in providing staff with more opportunities than in previous years. AWP's are an area of emphasis in the DWD Quality of Worklife Initiative, and department managers have been encouraged to be creative in identifying additional opportunities for all levels of represented and non-represented staff. Some organizational changes have resulted in new agreements being negotiated and one new agreement included a creative pilot AWP that will be evaluated after a few months experience is gained.

Part-time employees remain a significant part of Unemployment Insurance claims taking staff. Although the number of hours staff are scheduled each week depends on seasonally affected workload, it allows staff some daily scheduling flexibility. This also offers the opportunity for time off during the summer, which has been attractive to many of the claims takers.

Y2K Preparation

Because DWD is important in the economic lives of Wisconsin citizens, the need to be prepared for the rollover to January 1, 2000 is critical. The Department has worked for the past two years to make sure that its systems are ready. A report from the U.S. Administration for Children and Families noted in its assessment of DWD said, "DWD has been extremely effective and successful with its year 2000 effort. DWD could possibly be considered a model department, which may be used as an example for demonstrating to other departments nationwide how to put together a detailed and successful Y2K effort...Overall, it is the opinion of the assessment team that the DWD Year 2000 effort is a best practice." The Department is confident that it will be prepared and that its mission critical programs will be ready for any difficulties at this singular moment in history.

Upcoming initiatives

- ◆ The second biennium of Wisconsin Works (W-2) brings both refinements and enhancements in the multitude of programs that support the welfare reform effort.
- ◆ DWD has the lead responsibility for implementing of the Workforce Investment Act, new federal legislation, which replaces the Job Training Partnership Act (JTPA) and formalizes the new "One-Stop" Job Center system with the creation of 11 Workforce Development Boards.
- ◆ The department will implement the Workforce Attachment and Advancement Program. The state biennial budget allots \$20 million for this new program that will provide job retention and advancement services to low income families and non-custodial parents of low-income children.
- ◆ DWD will implement an Internet Unemployment Insurance Claims System funded, in part, with a Federal grant. About 25% of current claimants (60,000 annually) indicate they would file via Internet. The system's pre-programmed dialogue capability will increase the number of claims taken without an operator's assistance, thus giving the public the convenience of greater hours of access to complete a claim.
- ◆ The department will implement the Tax/Wage reporting for employers via Internet for first quarter 2000 reporting. Implementation will be phased with all employers with less than 100 employees having access by third quarter 2000.
- ◆ DWD is developing a ground-breaking pending report system for insurance carriers. Wisconsin insurers will be able to use the Internet to look up the status of open worker's compensation claims and submit reports promptly. This system should reduce the amount of paper and promote better reporting on claims. This will be the first system of its kind in the nation.

Division of Connecting Education and Work

Mission

To help Wisconsin communities expand opportunities to move young people from high school to successful careers.

Programs

- ◆ Oversight for Wisconsin's School-to-Work program in partnership with other agencies.
- ◆ Administration of the Youth Apprenticeship program, including developing skill standards and statewide curricula for leading industries.
- ◆ Awards grants to Career Counseling Centers and monitors them to ensure they provide youth with easy access to current and comprehensive career education and job training information.
- ◆ Awards and monitors local school-to-work planning and implementation grants through funds received from the U.S. Department of Education.

Accomplishments 1997-98

- ◆ Thirty-one private/public partnerships involving 364 school districts, or 85.45% of all school districts, were awarded \$4.5 million in federal School-to-Work Opportunities Act funds. The school districts include 419 state high schools, or 92.9% of all high schools. This was the fourth local distribution made from a \$27 million federal grant to DWD's School-to-Work initiative. The grants were expected to reach 264,833 of the state's high school students (95.6% students in partnerships with School-to-Work partnerships).
- ◆ 28,549 students completed a job shadowing experience.
- ◆ Career plans were developed for 52,478 students.
- ◆ 12,433 employers participated in a school-to-work activity.
- ◆ Youth Apprenticeship program enrolled 1303 youth apprentices in the 1998-98 school year.
- ◆ 420 students successfully completed the two-year Youth Apprenticeship program, earning a Certificate of Occupational Proficiency from the Department.
- ◆ 910 employers from 14 industries participated in the program.
- ◆ 257 Wisconsin school districts participated.
- ◆ Career Counseling Centers served over 69,457 customers in 77 school districts with assessments, career planning, investigation of work-based learning opportunities, and help in researching postsecondary options.

Accomplishments 1998-99

- ◆ Thirty-one private/public partnerships involving 361 school districts, or 84.7% of all school districts, were awarded \$2.3 million in federal School-to-Work Opportunities Act funds. The school districts include 415 state high schools, or 93% of all high schools. This was the fifth and final distribution from the five year School-to-Work grant.
- ◆ The grants were expected to reach 257,526 of the state's high school students (92.3% in partnerships with School-to-Work partnership) to prepare them for productive, rewarding careers.
- ◆ In 1997 31,627 students completed a job shadowing experience.
- ◆ Career plans were developed for 51,875 students.
- ◆ 11,276 employers participated in a school-to-work activity.
- ◆ Youth Apprenticeship program enrolled 1,570 youth apprentices in this school year.

- ◆ More than 440 students successfully completed the two year program, earning a Certificate of Occupational Proficiency from the Department.
- ◆ 1,069 employers from 17 industries participated in the program.
- ◆ 365 school districts participated.
- ◆ Career Counseling Centers served over 97,987 customers in 98 school districts, providing assessments, career planning, investigation of work-based learning opportunities, and help in researching postsecondary options.

Youth Apprenticeship Enrollment 1998-99

Industry Area	Number students
Auto Collision	59
Auto Technician	308
Biotechnology	17
Architectural Drafting	6
Engineering Drafting	41
Mechanical Design	17
Financial Services	215
Graphic Arts/Printing	161
Health Services	313
Hotel/Motel	42
Info Technology	16
Logistics	5
Mfg/Machining	174
Mfg/Production Tech	112
Mfg/Plastics	15
Production Agriculture	20
Tourism	49
<u>Youth Apprentices:</u>	
Female:	38%
Ethnic Minority:	9%
Local Sites:	59
Employers:	1,069
School Districts:	365

Upcoming Initiatives

-
- ◆ Expand career counseling center system and services in the state.
 - ◆ Develop and implement four new youth apprenticeship industry areas.
 - ◆ Increase the number of youth apprentices to 5,000.
 - ◆ Collaborate with partners to promote expansion of Wisconsin's school-to-work system.

Division of Economic Support

Mission

The Division of Economic Support's (DES) programs support the economic self-sufficiency of Wisconsin families. Programs and services are delivered through a network of over 500 different partner agencies and providers, including tribes, counties, private non-profit and for-profit agencies, child care providers and Mutual Assistance Associations (organizations which support and assist refugees). Through these contracts DES delivers over \$1.4 billion annually in services and assistance.

Programs

- ◆ Administers work programs and supportive services for working families:
 - Wisconsin Works (W-2)
 - Food Stamp Employment and Training (FSET)
 - Child Care
 - Food Stamps
 - Medical Assistance
 - Refugee Services
 - Tribal Services.
- ◆ Oversees the state's child support program through contracts with 72 Wisconsin counties and two tribes to provide paternity and child support order establishment and enforcement to 370,192 families.
- ◆ Receives and mails child support payments to a total of 444,000 families.

Accomplishments 1997-99

- ◆ Implemented W-2 statewide in September 1997 and ended AFDC as of March 31, 1998.
- ◆ Governor's W-2 Education & Training Committee issued the Step Up Report June 1998, to clarify the role of education and training in W-2 and further improve the delivery of these services.
- ◆ A federal Employment Transportation Grant provided \$3 million to W-2 agencies to improve employment transportation for low income families.
- ◆ Submitted the FFY 1999-2000 low income State Plan.
- ◆ Implemented early access to Community Reinvestment funds allowing agencies access to unspent contract dollars for supplemental services to TANF families.
- ◆ For W-2 caseloads both cash payment and case management only participants continued to decline. In June 1999, there were 11,452 total cases, of which 7,924 were payment cases. Milwaukee County's share of the statewide payment caseload is also declining, from 87% in July 1998 to 83.01% in June 1999.

Child Care

- ◆ Funding available for child care subsidies more than tripled during the biennium, from \$53 million in 1996-1997 to \$177 million in 1998-1999, which allowed serving an additional 6,000 children.
- ◆ Waiting lists for child care subsidies were eliminated.
- ◆ The number of children receiving financial assistance through the child care subsidy program increased from 10,888 to 16,916 (55%).
- ◆ Wisconsin was named as one of the ten best states for child care in 1998 and 1999 by *Working Mother Magazine*.
- ◆ 8,500 new child care slots were created with a particular focus on infant care, care for special needs children, and 2nd and 3rd shift care.

- ◆ Over \$12 million was invested in improving the quality and supply of child care.

Food Stamps and Medical Assistance

- ◆ In June 1999, 71,175 families received food stamps, a decline of 12.3% since 1997.
- ◆ Wisconsin continues to have a higher proportion of food stamp recipients with earned income (30% of cases in August 1999) than nearly any other state.
- ◆ Established an internal Quality Control Unit for/with Milwaukee County DHS in October 1998.
- ◆ Created and distributed the "Food Stamp First Aid Kit," a job desk aid for all Food Stamp workers in the state, in October 1998.
- ◆ Hosted the BIG TEN Food Stamp Program Improvement Conference (400 participants from across the nation) in August 1997.
- ◆ Continued contract with UW-Extension to administer statewide Family Nutrition Project, providing education and consumer consultation services.
- ◆ First MA Quality Control Pilot Project implemented in FFY 1997.
- ◆ Implemented BadgerCare statewide in July 1999, with DHFS delivery of these services.

Refugee Services

- ◆ Received more than \$6 million in grants to serve adults and youth.
- ◆ 8,264 full-time job placements (1998-99).
- ◆ 2,398 part-time job placements (1998-99).
- ◆ 392 youth increased school attendance by at least 10%; 371 increased GPA by .5 or more.
- ◆ 462 calls received through the bilingual hotline intervention in a year.
- ◆ 43 business starts, 12 expansions, through Micro Entrepreneur Development.

Tribal Services

- ◆ Contracted with nine tribes for services, including W-2, food stamps and medical assistance, employment and training, child care, and food and nutrition education.
- ◆ Assisted four tribes to initiate their own TANF programs funded by the federal government.
- ◆ Initiated tribal administration of child support enforcement with two tribes.
- ◆ Expanded nutrition education programs to two additional tribes.

Child Support Programs

- ◆ Collected approximately \$73 million per month (more than \$800,000,000 per year) in support-related payments.
- ◆ Requested and received a federal waiver to pass through 100 percent of child support collected to families.
- ◆ Wisconsin ranks in the top ten states nationally in: dollars collected per full-time employee; the ratio of child support collected per person in the state; and, cost efficiency. (Child Support collected per dollar of administrative cost).
- ◆ Implemented the New Hire database to match newly hired employees with child support cases and locate non-custodial parents.
- ◆ Implemented new Fatherhood to promote responsible fatherhood.
- ◆ Centralized Receipt and Disbursement of child support payments, several months ahead of the deadline set by federal law. Under contract, Lockheed Martin IMS operates the collection site. A record-high of \$448.7 million in child support was collected in the first six months, a \$26 million increase over the same period last year. On a typical day, 20,000 payments come in, averaging \$3 million.
- ◆ The Kids Information Data System (KIDS) received conditional federal certification in 1997, months before the federal deadline. The federal review team called the KIDS conversion and implementation process "a model for other states."

Upcoming Initiatives

Substance Abuse (1999-2001 State Budget)

- ◆ \$2 million for organizations that provide community-based alcohol and other drug abuse treatment to families with income at or below 200% of poverty.
- ◆ 25,000 to Faith Works in Milwaukee County to serve non-custodial TANF-eligible males for substance abuse treatment and job training.

Governor's W-2 Education & Training Committee recommendations (1999-2001 State Budget)

- ◆ Eliminate the nine-month waiting period for child care subsidies for those in unsubsidized employment wishing to become involved in GED/HSED classes, basic education or English-as-a-Second Language tutoring.
- ◆ Modify the matching requirement for the Employment Skills Advancement Program (ESAP), making the participant responsible for securing a single match from any available source.

WAA--Workforce Attachment and Advancement Fund (1999-2001 State Budget)

- ◆ \$20 million in additional resources to W-2 agencies and Workforce Development Boards to facilitate job retention and advancement services for TANF families.

Child Care (1999-2001 State Budget)

- ◆ Reduce child care co-payments so that they never exceed 12% of family income.
- ◆ Expand initial child care eligibility to 185 percent of the federal poverty level and expand eligibility to children, ages 13-18, with disabilities.
- ◆ \$20 million to develop state-of-the-art Early Childhood Excellence centers across the state.
- ◆ Offer grants to child care providers serving low-income families.
- ◆ Offer grants to develop sick child care options.

Initiatives based on Federal Requirements:

- ◆ A one-time block grant of \$875,000 to serve women in Milwaukee County who are in both W-2 and Child Welfare Safety Services and have AODA or AODA/MH issues (September 1999).
- ◆ W-2 RFP & Education: Emphasizes education as an ongoing process and key component of CSJ and W-2T positions. Related performance standards are established.
- ◆ Final TANF federal rule: Continued analysis and implementation, particularly regarding extensive reporting requirements.
- ◆ Startup of the Workforce Investment Act: The state plan strengthens TANF and Food Stamp Employment & Training (FSET) partnerships.

Food Stamps and Medical Assistance

- ◆ On-line FS Manual implementation in February 2000.
- ◆ The EBT pilot in Rock County began in October 1999. EBT statewide rollout will be completed by August 2000. EBT expects to begin using the Forward card by the end of 2000.
- ◆ Additional outreach activities beginning FFY 2000 (October 1999) to ensure knowledge of Food Stamp eligibility and, in conjunction with DHFS, medical assistance and BadgerCare availability.
- ◆ FFY 2000 MA QC Pilot Project - coordinated with DHFS.
- ◆ Develop and implement MA on-line manual after completion of FS on-line implementation.

Child Support Programs

- ◆ Administrative Rule DWD 43 (to fully implement 1997 Wisconsin Act 191) was published in the *Administrative Register* on July 31 and became effective August 1. BCS will complete all other state and Federal PRWORA requirements by October 1, 2000.

- ◆ The 1996 Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) requires states to meet five standards to earn full incentive funding. BCS is implementing measures to ensure full funding of these standards.
- ◆ Pay-by-Phone for payers and Direct Deposit for payees require an outreach plan to payers and payees.
- ◆ Refinements to KIDS will complete implementation of 1997 Wisconsin Act 192.
- ◆ Children First will expand into the remaining 28 counties and one tribe.

Division of Equal Rights

Mission

- ◆ To protect the rights of all people in Wisconsin under civil rights and labor standards laws.
- ◆ To achieve compliance through education, outreach, and enforcement by empowered and committed employees.
- ◆ To perform responsibilities with reasonableness, efficiency, and fairness.

Programs

The Equal Rights Division is responsible for enforcing the Fair Employment, Fair Housing and Public Accommodations, and Family and Medical Leave laws in the Bureau of Civil Rights. The Bureau of Labor Standards enforces all of the Labor Standards Laws, including Hours of Work and Overtime, Minimum Wage, Wage Claims, Child Labor and the Plant Closing laws as well as setting and enforcing the Prevailing Wage laws for state building and local and municipal building projects. The division also sets the prevailing wage rates for all state highway building projects.

The Equal Rights Division is committed to the concept that education will help eliminate discrimination and inadvertent violations of the law. To help realize that concept, Division personnel participate in over one hundred presentations and seminars each year.

Accomplishments 1997-99

- ◆ Re-engineered the Civil Rights Information System that allows the division to manage a very large caseload efficiently. The new Civil Rights Information System is Y2K compliant, will provide faster, more accurate service to customers, and will give more reliable statistical information to be used now and in the future.
- ◆ Re-engineered the Labor Standards Management Information System (LSIS) combined what was formerly known as wage claims and labor standards complaints into one category known as unpaid wage complaints. This system will allow:
 - The wage rates for construction projects in all 72 counties to more accurately reflect the actual wages paid in the private sector, than at any time in the past.
 - More money to be collected more quickly for employees with labor standards complaints.
 - The division to provide sound education to help businesses avoid violations of the Labor laws in the future.

Civil Rights Cases Data	SFY 98	SFY 99
Number of cases received	4,610	4,096
Cases completed	5,489	4,382
Cases sent to Hearing Section	1103	1220
Hearing Section decisions appealed to LIRC*	142	99
LIRC decisions appealed to Circuit Court	24	24
	FFY98	FFY99
EEOC cases processed	1619	1752
\$\$ paid by EEOC for cases processed	\$809,500	\$876,000

* LIRC: Wisconsin Labor and Industry Review Commission.

Labor Standards Case Data	SFY98	SFY99
Unpaid wage complaints received	4,522	4,477
Complaints resolved	4,537	4,443
\$\$ recovered for claimants	\$1,507,914	\$1,617,494
Construction Wage Case Data		
Construction Wage complaints for investigation	95	109
Complaints completed	142	109
Wage Determinations	1,527	1,526
Owed wages collected	\$180,802	\$191,622

In the Construction Wage section, commonly referred to as the prevailing wage section, a complaint is identified the same way as those in Labor Standards. A complaint in Construction Wage is normally for wages that are believed owed to an individual or class of individuals such as all journeyman carpenters working on a specific project. A Determination consists of the wage rates by trade for a project; the determination is based on data submitted by contractors for work done in the private sector in a specific county in the previous year.

Upcoming Initiatives

- ◆ Undertake a complete review of the Child Labor law and Administrative rule to make them more responsive to the needs of the workplace, consistent with Federal law and rules, and easier to enforce, while maintaining protection for children where and when it is necessary.

Division of Unemployment Insurance

Mission

The Division of Unemployment Insurance provides temporary economic assistance to Wisconsin's eligible unemployed workers.

Programs

- ◆ Manages the Unemployment Insurance Trust Fund.
- ◆ Collects UI taxes from approximately 120,000 state employers.

Accomplishments 1997-99

- ◆ Distributed approximately \$450,000,000 in UI benefits to approximately 250,000 claimants each year.
- ◆ Provided \$2,300,000 for emergency job training and \$4,000,000 in Trade Adjustment Act benefits to workers affected by plant closings.
- ◆ Resolved 19,000 appeals of disputed unemployment benefit cases annually.
- ◆ The joint DWD/DOR Electronic Funds Transfer (EFT) payment system was implemented in July 1999. Employers are now able to register and pay taxes via EFT.
- ◆ Reviewed all division communications with its customers to ensure that its communications are written in easy-to-understand "plain language."
- ◆ The UI Benefit System has been reviewed, tested and certified as "year 2000 ready" by an independent outside technology organization.

	1997	1998
Number of Claimants Paid	252,402	261,692
Amount of Benefits Paid	\$476,248,276	\$486,830,857
Balance in Trust Fund, 12/31/98	\$ 1,594,181.761	\$ 1,666,167,028

Upcoming Initiatives

- ◆ Re-engineer to automate the scheduling of appeals cases to improve customer services and allow staff to handle the appeals workload more efficiently.
- ◆ Implement an Internet Claims System by 7/1/2000.
- ◆ About 25% of current claimants (60,000 annually) indicate they would file via Internet.
- ◆ Affords pre-programmed dialogue capability that will increase number of claims taken without an operator's assistance, thus giving the public the convenience of greater hours of access to our system to complete a claim.
- ◆ Project is funded in part by a \$500,000 Federal grant.
- ◆ Implement the Tax/Wage reporting for employers via Internet for first quarter, 2000 reporting.
- ◆ Implementation will be phased with all employers with less than 100 employees having access by third quarter, 2000. A pilot will begin in October 1999 for a select group of employers.
- ◆ Internet registration for new employers will be implemented in October 1999.
- ◆ A joint UI/DOR/WC workgroup will begin to work to develop a joint registration including the use of a common business identifier.

- ◆ A master plan for migration and renovation/reengineering of the UI tax system will be completed by April 2000. This plan will be the blueprint for a new tax and accounting system.
- ◆ In 2000, the New Hire cross match policy and procedures will be redesigned and implemented. Cross match of New Hire data with benefits payments will improve the integrity of payments through early detection of potential overpayments and attempts to collect benefits fraudulently.
- ◆ Develop an expanded marketing program for the DWD Labor Law Clinic program.

Division of Vocational Rehabilitation

Mission

The mission of the Division of Vocational Rehabilitation (DVR) is to obtain, maintain, and improve employment for people with disabilities by working with DVR consumers, employers, and other partners. The four major services, which DVR provides, are:

- ◆ Guidance and Counseling
- ◆ Finding and Maintaining Employment
- ◆ Assistive Technology
- ◆ Training.

Programs

- ◆ Supported Employment: Identifies, evaluates, provides training, assistance and support services for individuals with severe disabilities who have not traditionally worked in the community. The program is driven by a strong philosophy of community and work integration.
- ◆ Home-Based Enterprise Program (HBE): Provides eligible persons with the necessary knowledge and skills to operate a small business or be self-employed in the artisan and crafts areas. A pilot program in Dane County uses DVR to purchase services from local craft persons or the Technical College on behalf of eligible individuals.
- ◆ Business Enterprise Program (BEP): Locates, establishes, supervises, and maintains for eligible blind or severely visually impaired persons, a statewide small business program.

The Wisconsin Rehabilitation Council (WRC) is required by Federal law and is appointed by the Governor. The Council serves to review, analyze, and advise DVR about its goals and priorities.

Accomplishments 1997-99

- ◆ Increased use of “third party cooperative” agreements has promoted development of efficient partnerships with other employment and training partners.
- ◆ A major reengineering project is improving the timeliness and effectiveness of vocational rehabilitation services. The average time from application for DVR services to eligibility determination has decreased significantly:

	SFY97	SFY98	SFY99	SFY00 (to mid-September)
Average time: application to eligibility determination	49 days	49 days	39 days	34 days

- ◆ Two new information systems assure Y2K compliance and fully implement the reengineering recommendations.
 - IRIS (Integrated Rehabilitation Information System): a secure Intranet based application to give DVR staff access to information on individual consumer cases from anywhere, at anytime, resulting in enhanced timeliness and responsiveness to customers.
 - RAPWeb is web-based version of the DWD procurement software, which DVR will use for case aid purchasing for our consumers.

- ◆ The Division now has 70 locations, 40 of which are in Wisconsin Job Centers to better coordinate services to both its consumers and to Wisconsin employers. This pioneering Wisconsin effort has been promoted nationwide through the Federal Workforce Investment Act (WIA). The merger of Vocational Rehabilitation with other employment and training programs in the Department of Workforce Development (DWD) has started to improve efficiency and accessibility.
- ◆ Continued implementation of an “order of selection” focuses resources on consumers with the most severe disabilities. DVR’s order of selection allows the Division to better align staff and fiscal resources with current and projected consumer needs.

Data for 1997-99	
Applicants for DVR services	25,647
Individuals who reached their employment goal	8,672
Statewide DVR caseload	21,410
SFY 99 Wages of employed DVR customers *	\$310.76

*This earning power is typically higher than other state VR programs.

The percent of DVR consumers with medical benefits through their employer has increased from 76% to 85% during the biennium.

Upcoming Initiatives

- ◆ The Division is just beginning the Wisconsin Pathways to Independence program in collaboration with the Department of Health and Family Services. This innovative project serves individuals receiving Supplemental Security Income or Social Security Disability Income (SSI/SSDI). It is funded by cooperative agreements with DVR and addresses the disincentives that people with disabilities, who receive SSI/SSDI, face when they seek employment.

Worker's Compensation Division

Mission

The Division of Worker's Compensation administers the Wisconsin worker's compensation program, which is considered the best in the nation. The division directs the program using the following mission statement:

- ◆ To assure prompt delivery of benefits legally due;
- ◆ To promote compliance with the worker's compensation law;
- ◆ To improve workplace safety and facilitate labor-management cooperation; and
- ◆ To serve customers fairly and courteously through the efforts of a dedicated staff.

Programs

- ◆ The Division manages the Worker's Compensation claims program, providing assistance to claimants, setting permanent disability ratings for claimants, monitoring promptness of payments, health cost disputes and return to work programs.
- ◆ The Division also oversees the insurance functions of the Worker's Compensation program by managing the self-insurers program and the uninsured employers fund, the wrap-up insurance program, and serving as liaison with the Wisconsin Rating Bureau and the Office of Insurance Commissioner.

Accomplishments in 1997-99

- ◆ In December 1998, the safety program issued 411 safety report cards to employers with accident rates higher than the average for their business type. . A newly developed safety manual with resources and contacts accompanied the report cards. Certificates of Recognition were issued to 2,300 safety-conscious Wisconsin employers who were accident free for three years.
- ◆ Processed 65,000 injury claims.
- ◆ \$1.7 million of supplemental disability benefits were issued to injured workers.
- ◆ \$400,000 in death benefits was paid to dependents of fatally-injured workers.
- ◆ The Uninsured Employers Fund (UEF) remains strong with a \$7.7 million balance as of 6/30/99
 - 57,715 Wisconsin employer investigations were completed.
 - 2,808 employers were assessed penalties for operating without worker's compensation insurance.
 - penalty fines totaling \$2.5 million were collected from illegally uninsured employers.
 - 141 claims for the UEF were processed and investigated.
 - the UEF paid \$763,457 to or on behalf of injured workers.
- ◆ The Self-Insured program covers about 200 private and 40 public employers.
- ◆ 11 new wrap-up projects were approved and added to the 8 projects already being monitored.
- ◆ Developed the first Insurer Performance Measurement Report in the country for 180 major insurance carriers in Wisconsin. The report tracks nine different areas relating to promptness, accuracy and completeness of making payments and submitting reports. The results are published on the Internet quarterly. This was a major collaboration effort between the Bureau and DWD's IT staff. We are able to objectively measure each insurer's performance and use the results to educate insurers or enforce WC requirements.
- ◆ 1,400 formal hearings were conducted for worker's compensation cases.
- ◆ Over 9,000 judicial orders were issued to resolve injury claim disputes.

- ◆ Alternative dispute resolution processes have reduced the backlog of litigated cases waiting for a formal hearing.
 - Almost 50 disputes based on conflicting medical opinions related to return-to-work restrictions or the need for further medical treatment were resolved by the use of a “tiebreaker” physician.
 - More than 175 additional disputes were resolved by scheduling 30-60 minute settlement conferences with an administrative law judge.
 - About 600 litigated disputes, primarily involving workers not represented by counsel, were resolved by informal mediation by several paralegal specialists in the Division.

Upcoming Initiatives

- ◆ Development of a pending report system for insurance carriers. Wisconsin insurers will be able to use the Internet to look up the status of open claims and submit reports promptly. This system should reduce the amount of paper and promote better reporting on claims. Again, this is a first for worker’s compensation programs. The system should be operational in fall 1999.
- ◆ Automation of the process to collect uninsured employer penalties.
- ◆ Creation of computer programming that will allow three different the databases (the wrap-up program, the self-insurance program and claim information process) to share information.

Division of Workforce Excellence

Mission

The Division of Workforce Excellence has a vision of “working together for a world class workforce.” It works to:

- ◆ Promote the well-being of individuals and families through work
- ◆ Meet employer needs for quality workers
- ◆ Offer quality job opportunities
- ◆ Integrate services for employers and job seekers
- ◆ Help those who need a job obtain a job
- ◆ Provide local leadership and direction.

Programs

- ◆ Wisconsin JobNet, the free, online statewide job listing used by job seekers and employers.
- ◆ Career counseling and testing services.
- ◆ Rapid Response to workers laid off due to plant downsizing or closing.
- ◆ Job readiness and placement training for job seekers who require more intensive assistance.
- ◆ Job Fairs, conferences and trade shows to help employers attract workers.
- ◆ The Wisconsin Business Resource Network (WBRN), an internet site for employers.
- ◆ Services to migrant workers, providing access to employment and training programs, inspection of migrant camps, and employer educational meetings.
- ◆ Management of the Alien Labor Certification process in Wisconsin.
- ◆ The Wisconsin Apprenticeship Program.
- ◆ Collection, analysis and presentation of Wisconsin labor market statistics.
- ◆ Administration of the Job Training Partnership Act.

Accomplishments in 1997-99

Services for Employers

- ◆ Developed affordable supervisor training to assist employers in meeting the challenge of attracting and managing a qualified workforce in today's environment. "The 'ART' of Attracting, Retaining and Training the Right People" is a thirteen-point program, which allows customization to focus on workplace skills.
- ◆ Launched the Wisconsin Business Resource Network (WBRN), an Internet site developed to provide business users a quick, easy way to connect to the information they need from public and private sources. There has been a steady increase in use during the biennium, resulting in average monthly hits of 20,057. The WBRN was honored with a national award from the Department of Labor.
- ◆ Employers listed 181,786 job openings on JobNet in FY99 and 162,889 in FY98. An estimated 22% of Wisconsin employers list jobs on JobNet.
- ◆ Began use of America's Job Bank (a U.S. Department of Labor web site), connecting it with the state's JobNet. The marketing efforts and staff training resulted in a total of 11,015 Wisconsin job openings listed on these electronic labor exchange tools. There are 5,298 resumes posted on AJB from Wisconsin Job Seekers.
- ◆ Reached out to employers by participating in 47 job fairs, conferences and trade shows statewide to conduct employer seminars, promote employer services, demonstrate electronic systems and answer employer questions.

- ◆ Developed the Employer Records System database as a tool for Job Center staff to share information about employers and their needs, and to improve their employer relations efforts. This innovative Internet-based system received a national award from DOL.
- ◆ Administered the Work Opportunity Tax Credit (WOTC) and Welfare to Work Tax Credit Programs to businesses hiring and retaining workers who belong to certain target groups. Job Center partner agencies use the program to promote placement of their clients.

Services for Job Seekers

- ◆ Wisconsin ranked first among states in the US in percent of Job Service customers entering employment and in lowest cost per “entered employment” in 1998. Fully 283,436 individuals applied for and received services in Job Centers. These individuals engaged in 653,000 in-office JobNet sessions. Over 144,400 individuals obtained employment after receiving services in Job Centers. Their average wage was about \$8.00 per hour.
- ◆ 1.2 million job seekers accessed JobNet via the Internet during SFY98-99.
- ◆ Secured \$1.2 million in additional federal transportation funds for projects including vanpool creation and expansion, reverse commute, transit route expansion, car loan programs, repair and maintenance programs, volunteer driver, carpool outreach, child care transportation, shared ride taxi expansion, a mobility manager, and information clearinghouse.
- ◆ Deployed three, and planned for an additional 13, Accessible JobNet Workstations for persons with disabilities to provide universal access to electronic job listings.
- ◆ Implemented the federal Welfare to Work (WtW) program, which provides job placement, retention and support services to recipients of TANF assistance payments and non-custodial parents of children receiving assistance. The program is designed to help persons stay in the workforce and increase their earnings so they can better support their families.
- ◆ Coordinated 98 Rapid Response visits statewide to assist dislocated workers resulting in over 35,000 of those workers being provided information and assistance through local Job Centers.
- ◆ Developed services and programs for at-risk populations including older workers, ex-offender non-custodial parents, non-English speaking Job Center Customers, and Deaf and Hard of Hearing Job Center customers and Hmong child care providers.
- ◆ Provided funding to Workforce Development Areas to promote coordination of self-employment education, training and consulting activities targeting families at 200% of poverty and below through Job Center and community partnerships. A 25% in-kind Job Center match was required.

Job Centers

- ◆ Successfully completed the final year of the federal One-Stop Grant with a total of 78 job centers in operation or development. Additional resources were provided by DWE to establish new centers and expand services through two rounds of Partnership for Full Employment (PFE) Job Center Grants. Substantial progress was made in co-locating W-2 and DVR services into Job Centers during the two-year period.
- ◆ Merged 17 Service Delivery Areas (SDAs) for the JTPA program into 11 Workforce Delivery Areas. The consolidation resulted in increased efficiency in the delivery of JTPA services and better coordination with technical college districts.
- ◆ Developed the PFE Desktop case management system for Job Center staff to use to share information on and provide better service to job seeker customers.
- ◆ Installed and upgraded 480 Touchscreen JobNet machines, 218 Internet machines and purchased 36 JobNet machines, in the 78 Job Centers and other selected sites across the state.

Job Training Partnership Act (JTPA)

This federally funded employment and training program targeted to economically disadvantaged youth and adults will be replaced with the Workforce Investment Act in July 2000. In the past two years, JTPA highlights were:

- ◆ Over 10,000 Wisconsin residents were served annually through local and statewide programs.
- ◆ Almost 5,000 of those each year completed training programs leading towards an unsubsidized job.
- ◆ In 1998, 3,600 youth took part in the annual summer program: 89% completed successfully.
- ◆ In 1998, 425 older workers were served by local programs and 182 obtained jobs earning an average wage of \$7 per hour.
- ◆ Special projects served migrant and seasonal farmworkers and women seeking non-traditional employment.

Wisconsin Forward Award (WFA)

The WFA was created to be Wisconsin's lead mechanism for promoting and encouraging state businesses and other organizations to adopt world class management principles and practices to position Wisconsin as a leader in the national and global economy.

- ◆ Twenty-five applications for WFA recognition submitted in the first two years
- ◆ Approximately 115 individuals completed all requirements for Board of Examiners membership. These board members assess WFA applications.
- ◆ Events sponsored through the WFA program have generated over 900 participants in the first 18 months of the program. Over 300 separate organizations are represented among the participants in WFA-sponsored events and activities; approximately 85% are businesses.

Apprenticeship Standards

The number of apprentices increased to 10,700, with over 7,200 new apprentices becoming involved with the program during 1997 and 1998. There are over 3,000 employer sponsors involved in the program.

Other accomplishments include:

- ◆ Development of a new course for apprentices and journey workers;
- ◆ A series of new brochures which will be used as outreach to continue to increase the number of apprentices and employers who are training apprentices.

Migrant Services

- ◆ Inspected and certified 96% of all registered migrant camps on the first and second visit reducing cost of travel by 30 percent.
- ◆ Reduced the number of housing violations by conducting employer educational meetings.
- ◆ Efficiently processed 600 Alien Labor Certification requests for employment even though Federal resources were insufficient.

Workforce Information

- ◆ The main tasks of this unit include data collection and analysis of Wisconsin labor market information and conditions: wages, employment, unemployment, industry and occupational data. The data collection and analysis is federally funded. In the 1997-99 biennium the bureau published the first data from the Occupational Employment Statistics wage data program. The wage data will be published annually for the state and metropolitan areas.

Upcoming Initiatives

- ◆ Implementation of the Workforce Investment Act. DWE will have the lead responsibility for implementation of this new federal legislation, which will replace the Job Training Partnership Act (JTPA) and formalize the new "One-Stop" Job Center system with the creation of 11 Workforce Development Boards. Various forums, listening sessions and workgroups have been held for the past year to prepare and get local input with a full implementation date of July 1, 2000.
- ◆ Implementation of the Workforce Attachment and Advancement Program in cooperation with the Division of Economic Support. The biennial budget provides \$20 million of TANF funds for this new program, which will provide job retention and advancement services to low income families and non-custodial parents of low-income children.
- ◆ Increase adult enrollment in Wisconsin's industrial apprenticeships by 10%, or 1,000 enrollees, by 2001.
- ◆ Expand the role of Job Service in helping unemployment insurance claimants and persons with disabilities find employment.

Division of Administrative Services

Mission

To provide department wide integrated management systems to achieve strategic goals.
To provide customers responsive, efficient and high quality administrative support services.

Programs

- ◆ The Administrative Services Division provides a wide variety of customer focused central support services to DWD programs, staff and DWD partner agencies.
- ◆ Services include strategic planning, budget management, human resource, payroll, financial accounting, purchasing, facilities management, fleet, training, the department library, internal and public communications, health & safety, telecommunications and information technology.
- ◆ The division is organized into the bureaus of Facilities Management, Finance, Information Technology Services, Human Resource Services, Procurement, and Strategic Planning and Budget.

Accomplishments 1997-99

- ◆ Preparation of the department and its partners for the Year 2000 and the threat posed to the agency's continuing ability to deliver services to Wisconsin citizens and to DWD staff through our internal processes.
 - DWD established a formal Y2K Project Office to manage and direct the preparedness efforts. In addition, an independent verification and validation (IV&V) firm was contracted to complete audits of the department's Y2K work on its most critical systems.
 - DWD has made a major commitment to assuring there is a seamless delivery of services to the citizens and employers of the State of Wisconsin through and beyond the year 2000. DWD has inventoried and assessed all application systems and has largely completed modifying or replacing systems, as necessary, to be year 2000 compliant. Nearly all electronic components in the statewide computer network have been examined for possible exposure points. DWD has taken, to the extent feasible, every precaution to ensure that systems will be operational for business partners and the individuals who rely upon them.
 - 90.2% of the mission critical, high priority and significant application systems are Y2K ready having completed Y2K tests.
 - 98.0% of all "other" priority systems are Y2K ready.
 - The independent verification and validation (IV&V) vendor has completed audits on our systems and gave an assessment that all are highly likely to be Y2K ready, receiving their highest rating: UI Benefits, UI Tax, CARES, Network infrastructure, Facilities, telecommunications and non-IT equipment, and DWD's overall Y2K project management.
 - 100% of DWD's 5,040 PCs have been tested. All but 548 were found to be Y2K ready or fixed immediately. The others will be replaced.
 - All DWD-owned telecommunications systems (sub-systems) are Y2K ready.
 - 91.6% of internal data exchanges and 97.0% of external data exchanges are Y2K ready.
 - 100% of all network equipment scheduled for testing has completed testing.
 - 100% of all non-IT equipment is Y2K ready.
 - All DWD managed buildings are Y2K ready.
 - Contingency plans have been completed for all business functions and the first round of contingency plan testing has been completed.

- ◆ Developed an Internet based payroll time and attendance (PTA) system to facilitate employee recording of work time, leave, and time distribution.
- ◆ Launched RAPIDS (Reengineering Acquisition, Payment and Information Disposition Systems), a new system for processing all procurement requests, including direct charges, information technology orders, purchase orders, blanket orders and blanket order releases. Requests and their resulting orders now are submitted, authorized, received, paid and tracked in an electronic environment.

Upcoming Initiatives

- ◆ Finalize Year 2000 preparedness.
 - Final test of all hardware and application systems.
 - Train staff and test all contingency plans.
- ◆ Promote active collaboration with internal customers by continuing to seek division input into ASD decision making.
- ◆ Provide efficient and effective customer focused administrative services that meet the needs and expectations of our customers.
- ◆ Promote active collaboration with external partners and organizations.
- ◆ Develop improved department recruitment and retention programs to increase diversity and the quality of the DWD workforce.
- ◆ Oversee the department Quality of Worklife (QWL) initiative.
- ◆ Develop and retain highly motivated and skilled IT staff necessary to meet DWD business needs.
- ◆ Develop and implement training and communication programs to support increased collaboration, employee diversity, and staff satisfaction and encourage a high level of performance.